

# HEAR US, MAKE CHANGES

'Hear Us, Make Changes' has been co-produced with children and young people who have experienced harm or conflict with the law.

In 2021 the Scottish Government stated their aim to give children access to a 'Bairns' Hoose' by 2025. A Bairns' Hoose is a child-friendly place where services like child protection, health, justice, and recovery are available in one setting. One of the aims of this approach is to reduce the number of times children have to tell people about their experiences.

On behalf of Healthcare Improvement Scotland and the Care Inspectorate, the Children and Young People's Centre for Justice (CYCJ) reached out to children and young people with lived experience of these issues to review and improve the Bairns' Hoose Draft Standards.



This report includes children and young people's views on how the Bairns' Hoose can be as helpful as possible for children in Scotland who have been victims of harm, as well as children under 12 whose actions might have caused harm.

The views of the children and young people who contributed to this project have been grouped into themes which illustrate some of the key issues that were raised in relation to the Bairns' Hoose Draft Standards.

# BUILDING POSITIVE RELATIONSHIPS

## What we said...

We want to be able to build trusting relationships with staff at the Bairns' Hoose – this will help us feel comfortable.

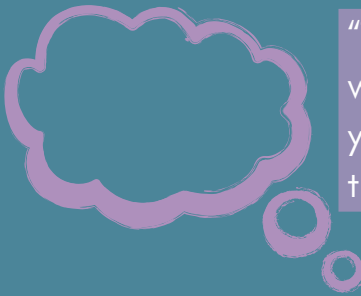
Whenever it is possible, the support we receive should be adaptable to a pace and style that suits us and our individual needs.

"Don't be too 'in your face' – give people time to relax and get settled. Be gentle. Go at the kid's pace and wait until they're ready to talk."



We would also like to be able to meet staff before they ask us about our experiences. This will help the service feel safer and more personal. It would be helpful to have photographs of staff members on the walls around the Bairns' Hoose as this could help make us feel less anxious about meeting them for the first time.

We need staff to be friendly and honest with us. Staff could help us by checking in with us to make sure we're happy with the support we're getting and who we are getting it from.



"There should be someone who understands you, and you should be able to get things off your chest."

When we're taking part in an interview at Bairns' Hoose we should have the option to have someone with us who we already know and trust – this might be a staff member or someone else like a social worker, teacher, or family member.



"Relationships are important in health assessments too. You should be able to talk to the doctor for a while before an examination."

# MAKING OUR OWN CHOICES

## What we said...

It is important for us to be able to make choices while we are at Bairns' Hoose. This helps staff make sure that they are respecting our right to be heard, and it can help us feel more in control of what might be a confusing and difficult time for us.

Staff need to understand that we all have different needs and preferences, so we deserve to be heard and we should be able to make decisions about how we are supported.

Choices should be available throughout our time at Bairns' Hoose including things like:

- Being able to choose who supports us
- Having a choice of how people communicate with us and how we get information
- Being able to choose whether or not we want our interview to be video recorded

"Child-friendly means understanding individual and specific needs."



When we are making our own choices it is important that we understand the different options we have. Someone should be there to explain these to us in a way that we understand.

We might also change our mind about a decision we've made, and we should feel safe and comfortable enough to be honest about this.

"You should have a choice of whether you want to be video recorded or not. Being filmed could be upsetting for some people, so there should be different options like just being audio recorded."



# SHARING LIVED EXPERIENCE

## What we said...

It's important that people who have experienced similar things to us are represented in the Bairns' Hoose. This could be in the form of having opportunities for children and young people to be involved in things like recruitment, service reviews, steering groups, and leadership. It's important to us that this is included from the beginning – we should be listened to while the service is developed and not just once everything has already been decided.

"Co-designed can't mean asking people and then just including things you'd include anyway"

Having a peer mentor around to give you some advice might be helpful too, and this should be a paid role for someone.



"Have a young person available to talk to... for them to tell you you're not alone, that you can recover. You need to be reassured that it isn't your fault."

People with lived experience of some of the issues we might be facing could also be involved as peer researchers to help gather children and young people's views on the service offered at Bairns' Hoose.

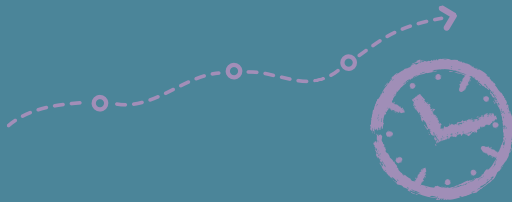
"Giving feedback is good but it can feel a bit useless if you never get a response or acknowledgement. Don't just ask for feedback, include people in service planning and improvement."



# GETTING THE RIGHT INFORMATION

## What we said...

Having information before we go to Bairns' Hoose is really important. We need to know what will happen there and how long things will take.



"Instead of leaflets, facilitate visits. Let people see the place, reassure them, let them know it's a good environment."

Staff at the Bairns' Hoose could offer things like a timeline of different processes, video tours of the building, and photographs of staff so that we can feel prepared before we go.



Make sure there's an awareness of what court might look like. You could meet or even just get a photo of the people involved. You could have some child-friendly diagrams explaining court and the jury. You could have a virtual tour of the actual courtroom so you know what it all looks like.

Information shouldn't just be handed to us – we should be able to sit down with someone to discuss things and make sure we understand everything. Information should also be available in different formats like videos, online guides, and printed leaflets. This means that people can get information in a way that suits them best.



# FIND OUT MORE

Healthcare Improvement Scotland and the Care Inspectorate are looking for feedback from people of all ages on the Bairns' Hoose Draft Standards. The consultation closes on November 4, 2022.

You can read the Draft Standards [here](#) – there is a full version and a shorter, child-friendly version.

If you are a child or young person who would like to share your views on the Bairns' Hoose or the Draft Standards you can get in touch with CYCJ's Participation Worker by emailing: [julia.swann@strath.ac.uk](mailto:julia.swann@strath.ac.uk)

